



Accessibility
Statement
Mapfre



References

Website name: **Mapfre**

Main URL: **www.mapfre.com**

Average website score: **4.8**

Relevant dates:

Start date: 01/20/2026.

Completion date: 01/21/2026

Delivery date: 01/21/2026

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Accessibility statement

Mapfre has committed to making its website accessible, in accordance with [Ley 11/2023 of 8 May](#) on the transposition of European Union Directives concerning the accessibility of certain products and services, migration of highly qualified persons, tax matters and the digitalization of notarial and registry actions; and amending **Law 12/2011 of 27 May**, on civil liability for nuclear damage or damage caused by radioactive materials, through this law, [Directiva \(UE\) 2019/882 of the European Parliament and of the Council of 17 April 2019](#) on the accessibility requirements for products and services is transposed.

This accessibility statement applies to the website www.mapfre.com

Compliance status

This website is **non-compliant**. This information is based on the IRA results, with reference to **UNE-EN 301549:2022** and **Law 11/2023**, due to non-compliance with certain accessibility aspects detailed below.

Non-accessible content

The content listed below is not accessible for the following reasons:

- Non-compliance with Law 11/2023:
 - There are decorative images with redundant or incorrect alternative text [requirement 9.1.1.1 Non-text content, UNE-EN 301549:2022].
 - There are videos without audio description and audio files without text alternatives [requirement 9.1.2.1 Audio-only and

video-only / 9.1.2.5 Recorded audio description, UNE-EN 301549:2022].

- There are information and relationships conveyed visually that are not conveyed semantically for users of assistive technologies [requirement 9.1.3.1 Info and relationships, UNE-EN 301549:2022].
- There is a non-logical reading sequence in carousels and dynamic content [requirement 9.1.3.2 Meaningful sequence, UNE-EN 301549:2022].
- There are data input fields whose purpose identification is incorrect [requirement 9.1.3.5 Identify input purpose, UNE-EN 301549:2022].
- There is content that uses color as the only visual means to convey information, indicate an action, prompt a response, or distinguish a visual element, preventing some users from understanding the content without additional support [requirement 9.1.4.1 Use of color, UNE-EN 301549:2022].
- Some texts do not meet the contrast ratio requirement of at least 4.5:1 [Requirement 9.1.4.3 Contrast (minimum), UNE-EN 301549:2022].
- There are focus indicator components that do not meet a contrast ratio of at least 3:1 against adjacent colors [requirement 9.1.4.11 Non-text contrast, UNE-EN 301549:2022].

- There is content that is presented with loss of information or functionality when text size or spacing is increased, and that requires two-dimensional scrolling (horizontal and vertical) [requirement 9.1.4.4 Resize text / 9.1.4.10 Reflow / 9.1.4.12 Text spacing, UNE-EN 301549:2022].
- There are components that, when pointer hover or keyboard focus is received and then removed, trigger additional content to become visible and then hidden, but no mechanism exists to ensure that the additional content is dismissible, hoverable and persistent across multiple pages [requirement 9.1.4.13 Content on hover or focus, UNE-EN 301549:2022].
- There is functionality in the content that cannot be operated through a keyboard interface [requirement 9.2.1.1 Keyboard, UNE-EN 301549:2022].
- There is content where keyboard focus cannot be moved to or away from a page component using a keyboard interface through arrow keys, tabbing, or other standard exit methods, and users are not informed of the method to move focus away on several pages [requirement 9.2.1.2 No keyboard trap, UNE-EN 301549:2022].
- There are moving elements that do not provide a mechanism to pause, stop or hide them, which may distract users or make interaction more difficult [requirement 9.2.2.2 Pause, stop, hide, UNE-EN 301549:2022].

- There is a change in focus order that affects sequential navigation through the content. On several pages, focusable elements receive focus in an order that does not preserve meaning or operability, making the interface harder to understand and use correctly [requirement 9.2.4.3 Focus order, UNE-EN 301549:2022].
- There are links whose purpose cannot be determined from the link text or the link text together with its context determined by programming [requirement 9.2.4.4 Purpose of links (in context), from UNE-EN 301549:2022].
- There are interactive components whose focus state does not have a sufficiently noticeable or persistent visual indicator, failing to meet the focus visibility requirements necessary to ensure programmatic and perceptual identification of the active element during keyboard navigation [requirement 9.2.4.7 Visible focus, UNE-EN 301549:2022].
- Labels or instructions are not provided when the content requires user intervention [requirement 9.3.3.2 Labels or instructions, from UNE-EN 301549:2022].
- There are elements with incorrect ARIA roles or insufficient semantic structure, which prevents the name, function, and value from being correctly determined by programming [requirement 9.4.1.2 Name, function, value, of UNE-EN 301549:2022].

- There are status messages in the content implemented with markup language, but they cannot be determined by software through the role or properties, so they are not detected by users of assistive technologies on several pages [requirement 9.4.1.3 Status messages, from UNE-EN 301549:2022].
- The site does not meet the level of compliance required by the applicable WCAG Guidelines, as it does not satisfy all the requirements set out in clauses 9.1 to 9.4, nor does it guarantee the existence of fully compliant alternative versions. Furthermore, non-compliances have been identified that interfere with the essential accessibility criteria, preventing overall compliance with the requirements established in the standard [requirement 9.6 Compliance requirements of the WCAG Guidelines, UNE-EN 301549:2022].
- **Non-web document requirements**
 - There are information and relationships conveyed through visual presentation that are not conveyed semantically to users of assistive technologies [requirement 10.1.3.1 Information and relationships, from UNE-EN 301549:2022].
 - The PDF documents evaluated do not have an accessible title defined in their properties, which fails to comply with the document title criterion [requirement 10.2.4.2 Document title, UNE-EN 301549:2022].

- The evaluated PDF documents do not have a language set in their properties, which makes it difficult for assistive technologies to interpret them correctly [requirement 10.3.1.1 Document language/10.3.1.2 Language of parts, UNE-EN 301549:2022].
- **Software requirements:**
 - The interface does not adequately respect the user's preferences configured in the user agent or operating system, including presentation, interaction, or accessibility settings. This lack of adaptation fails to meet the requirements for preserving and applying user preferences during interaction with content [requirement 11.7 User preferences, UNE-EN 301549:2022].
- Disproportionate burden: not applicable
- Content outside the scope of the legislation:
 - There are office documents published before June 28, 2025, that do not fully comply with accessibility requirements.

Preparation of this accessibility statement

This accessibility statement was prepared on January 20, 2026.

The method used to assess the accessibility of Mapfre was an ENAC-accredited inspection conducted by Plexus Tech, based on:

- Checks using automated tools and manual analysis with assistive technologies.

- Application of design and development good practices.
- Review of a representative sample of pages and documents, selected in accordance with Annex I of Commission Implementing Decision (EU) 2018/1524. The sample includes key pages such as the homepage, contact pages, forms, navigation areas, informative pages with different structures, sitemap, legal pages, PDF documents and other relevant content, ensuring a representative evaluation of the website.
- People with **disabilities have been involved in this review process, enabling accessibility** to be validated from a real-world perspective.

Last review of the statement: January 21, 2026.

Comments and contact details

If you find accessibility barriers on this website, you may report them and send queries or suggestions through:

- Contact form: **(insert link to Mapfre contact form)**
- Email address of the person responsible: **(insert the email address provided by Mapfre)**

You may use these communication channels to:

- Report accessibility non-compliance on this website.
- Report difficulties accessing content.
- You may also submit:

- A complaint regarding accessibility and compliance with the requirements of Law 11/2023.
- Request for accessible information concerning:
 - Content excluded from the scope of Law 11/2023, as established in Article 2(4).
 - Content is exempt from compliance with accessibility requirements because it would impose a disproportionate burden.

Your message or email must include the following information:

- Your contact details,
- The web address or location where you detected the issue,
- A brief description of the problem found, including the browser used and the type of assistive technology you were using when you experienced the difficulty.

Communications will be received and managed by **Mapfre**.

Enforcement procedure

If a request for accessible information:

- Is rejected,
- does not receive a response within twenty (20) working days,
- Disagrees with the decision adopted,
- Or the response does not meet the requirements set out in Law 11/2023,

The request for accessible information, complaints and formal claims will be processed through the channels enabled by Mapfre (pending Mapfre's inclusion of the details of the community or regional body responsible for processing and managing these claims. It is **mandatory** to include a link to this channel).

A claim may also be submitted if the period of twenty (20) working days has elapsed without a response being received.

Optional content

Mapfre maintains an active commitment to the continuous improvement of the accessibility of its website and is working on the progressive correction of identified issues.

As a result, the website:

- Is responsive and adapts to different screen sizes to facilitate use across devices.
- Has been manually evaluated with assistive technologies, such as keyboard navigation and screen readers (VoiceOver, NVDA).
- Has been checked at 200% and 400% zoom levels.
- Complies with the requirements of UNE-EN 301549:2022, considering the exceptions provided for in Law 11/2023.
- Has considered the latest WCAG 2.2 criteria in the accessibility review process.
- Is optimized for the most widely used browsers, including Chrome, Edge, Firefox, and Safari.

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